

## SOLICITATION AND OFFER

1. [BLANK]

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2. CONTRACT NUMBER

3. SOLICITATION NUMBER

OPR08000061

4. TYPE OF SOLICITATION

☐ SEALED BID (IFB)☒ NEGOTIATED (RFP)

5. DATE ISSUED

07/18/2008

6. REQUISITION/PURCHASE NUMBER

7. ISSUED BY

CAO Procurement Management  
327 Ford Bldg.  
Washington, DC 20515

CODE

CPM

8. ADDRESS OFFER TO (If other than item 7)

TEL: (202) 225-2921 ext.

FAX: (202) 226-2214 ext.

NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".

## SOLICITATION

9. Sealed offers in original and 2 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in See Section L for Important information. until 2:00 PM local time 09/03/2008  
(Hour) (Date)

CAUTION - LATE submissions, Modifications, and Withdrawals: See Section L. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR  
INFORMATION  
CALL:

A. NAME

Jim Tiani

B. TELEPHONE (NO COLLECT CALLS)

AREA CODE

202

NUMBER

225-7158

EXT.

C. E-MAIL ADDRESS

james.tiani@mail.house.gov

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## OFFER (Must be fully completed by offeror)

12. In compliance with the above, the undersigned agrees, if this offer is accepted within \_\_\_\_\_ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT (See Section I)	10 CALENDAR DAYS ( % )	20 CALENDAR DAYS ( % )	30 CALENDAR DAYS ( % )	CALENDAR DAYS ( % )
14. ACKNOWLEDGMENT OF AMENDMENTS (the offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated):	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE

15A. NAME AND ADDRESS OF OFFEROR	CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)
15B. TELEPHONE NUMBER	<input type="checkbox"/> 15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.		17. SIGNATURE
AREA CODE	NUMBER	EXT.	18. OFFER DATE

## AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION
22. [BLANK] <input type="checkbox"/> [BLANK]	<input type="checkbox"/> [BLANK]	23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)
24. ADMINISTERED BY (If other than Item 7)	CODE	25. PAYMENT WILL BE MADE BY CODE
26. NAME OF CONTRACTING OFFICER (Type or print)	27. U.S. HOUSE OF REPRESENTATIVES (Signature of Contracting Officer)	
		28. AWARD DATE

IMPORTANT - Award will be made on this Form or by other authorized official written notice.



Line Item Summary	Document Number OPR08000061	Title CAO Pilot -Maintenance & Service	Page 3 of 27
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Line Item Number	Description	Delivery Date (Start Date to End Date)	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Discounts)
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0005	Renewal Option #3 - Two years		0.00	ea	\$	\$
						OPTION PERIOD

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## SECTION C -- DESCRIPTIONS AND SPECIFICATIONS

### C.1 STATEMENT OF OBJECTIVES

See Attachment 1 " Statement of Objectives"

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## SECTION D -- PACKAGING AND MARKING

### D.1 HC.4.002 PAYMENT OF POSTAGE AND FEES

MAY 2001

All postage and fees related to submitting information, including forms, reports, etc., to the House of Representatives shall be paid by the contractor.

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## SECTION F -- DELIVERIES OR PERFORMANCE

### F.1 HC.6.001 PERIOD OF PERFORMANCE

MAY 2001

The pilot program contract period of performance shall extend 9 months from award date. At the conclusion of the pilot program, the CAO at its discretion will decide whether to issue a base contract for a period of two years. The base contract will contain three 2 year renewal option periods. The exercising of the renewal options is at the sole discretion of the CAO.

### F.2 HC.6.005 NOTICE TO THE HOUSE OF DELAYS

MAY 2001

In the event the contractor encounters difficulty in meeting performance requirements, or when he anticipates difficulty in complying with the contract, or whenever the contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, the contractor shall immediately notify the customer and the COR by telephone and follow-up in writing to the COR, giving pertinent details; provided, however, that this data shall be informational only in character and that this provision shall not be construed as a waiver by the House of any delivery schedule or date, or any rights or remedies provided under this contract.

### F.3 HC.6.007 SUSPENSION AND DEBARMENT

MAY 2001

a. Suspension of a contractor temporarily disqualifies that contractor from contracting with the House as a prime and/or House-approved subcontractor, in full or in part. The contracting officer initiates suspensions.

(1) When the contractor and any specifically named affiliates are suspended, the contracting officer shall advise the firm immediately by certified mail, return receipt requested:

(a) That the firm has been suspended and that the suspension is based on an indictment or other adequate evidence that the contractor has committed irregularities (i) of a serious nature in business dealings with the House or (ii) seriously reflecting on the propriety of further House dealings with the contractor. Any such irregularities shall be described in terms sufficient to place the contractor on notice without disclosing the House's evidence;

(b) That the suspension is for a temporary period pending the completion of an investigation and such legal proceedings as may ensue;

(c) Of the cause(s) relied upon for imposing suspension;

(d) Of the extent and effect of the suspension; and

(e) That, within 30 days after receipt of the notice of suspension, the contractor or its representative may submit, in writing or in person, information and argument in opposition to the suspension, including any additional specific information that raises a genuine dispute over the material facts.

(2) Suspension shall be for a temporary period pending the completion of investigation and any ensuing legal proceedings, unless sooner terminated by the suspending official or as provided in this subsection.

(3) If the investigation is not concluded or legal proceedings are not initiated within 12 months after the date of the suspension notice, the suspension shall be terminated.

b. Debarment refers to action by the CAO to exclude a contractor from future House awards and House-approved subcontracting, in full or in part, for a reasonable, specified period.

(1) Upon conclusion of the investigation resulting from a suspension, if the contracting officer should determine that debarment is in order, he or she shall prepare a report on the investigation along with such recommendations regarding debarment, for submission to the CAO.

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(2) A notice of proposed debarment shall be issued by the contracting officer advising the contractor and any specifically named affiliates, by certified mail, return receipt requested:

(a) That debarment is being considered;

(b) Of the reasons for the proposed debarment in terms sufficient to put the contractor on notice of the conduct or transaction(s) upon which it is based;

(c) Of the cause(s) relied upon for proposing debarment;

(d) Within 30 days after receipt of the notice, the contractor or its representative may submit to the CAO, in writing through the contracting officer or in person, information and argument in opposition to the proposed debarment, including any additional specific information that raises a genuine dispute over the material facts;

(e) Of the effect of the issuance of the notice of proposed debarment; and

(f) Of the potential effect of an actual debarment.

c. In the event that the CAO makes a determination to impose debarment, the contracting officer shall give the contractor and any affiliates involved prompt notice by certified mail, return receipt requested:

(a) Referring to the notice of proposed debarment;

(b) Specifying the reasons for debarment;

(c) Stating the period of debarment, including effective dates; and

(d) Advising that the debarment is effective throughout the House, unless the CAO determines that limited business dealings between the House and the contractor are justified.

d. The decision of the CAO on the merits of a debarment shall be final. A decision may be appealed by the contractor, in writing, within 10 days of receipt of notification of the decision, to the Committee on House Administration, only in the event that the CAO failed to follow the procedures established herein.

#### F.4 HC.6.008 LIQUIDATED DAMAGES

MAY 2001

If the contractor fails to perform the services specified in this contract, or any extension, the House may terminate this contract under the Termination clause of the contract. The contractor shall be liable for fixed, agreed and liquidated damages as provided in Section F "Payment for Non-performance", accruing until the time the House may reasonably obtain delivery or performance of similar services.

The contractor shall not be charged with liquidated damages when the delay in delivery or performance arises out of causes beyond the control and without fault or negligence of the contractor.

#### F.5 HC.6.009 PAYMENT FOR NON-PERFORMANCE

SEPTEMBER 2001

In the event that the contractor fails to perform as stipulated in the statement of work, and such failure is not for a reason beyond the control of the contractor, the House may charge 1% of the total contract cost per day and may obtain performance from another source and charge and collect all costs plus a 15% administrative fee from the contractor.

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## SECTION G -- CONTRACT ADMINISTRATION DATA

### G.1 HC.7.023 CONTRACT ADMINISTRATION PLAN (CAP)

FEBRUARY 2005

a. Section G contains the content required in a Contract Administration Plan (CAP) as prescribed in Section 11 of the Procurement Instructions for the U.S. House of Representatives. This CAP outlines the framework for monitoring performance and administering this contract, with the specific responsibilities of Authorized House Representatives listed below. Contract performance will be gauged against effectively meeting the requirements of the statement of work, monitoring customer satisfaction (e.g., vendor performance evaluations), and the performance measures contained in the Quality Assurance or Performance-Based Surveillance Plan, if applicable.

b. It shall be the responsibility of the Contracting Officer's (CO's) authorized representative to periodically review this CAP for purposes of updating and/or recommending any necessary revisions. If a change to the CAP is required, the CO will execute the appropriate bilateral or unilateral modification.

### G.2 HC.7.010 POST AWARD CONFERENCE

FEBRUARY 2005

A post award conference will be held with the contractor to review contract administration issues, unless the House and the contractor determine that such a conference is not necessary.

### G.3 HC.7.009 KEY PERSONNEL

FEBRUARY 2005

a. The contractor shall assign key personnel by name and title. The contractor represents that the following individual(s) are key personnel who will provide the services to the House in connection with this contract. The contractor shall designate a Program Manager as key personnel who will be the main point of contact for the CAO..

b. For each person, provide the following information: individual's name, title, telephone number, and e-mail address.

c. Except as provided herein, the contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment or requested by the CO. Contractor personnel assigned to this contract as key personnel are subject to approval of the CO. The contractor must notify the CO of changes to key personnel 30 calendar days prior to removal from the contract. Replacement personnel must be accepted in writing by the CO. The CO may require substitution of key personnel from contractor, and may require additional personnel to be added to the project. Proposed substitutes to key personnel must have qualifications equal to or better than those approved at the award stage. The CO will notify the contractor, after receipt of all required information (including resumes of substitutes), of the decision on substitutions within 10 business days.

### G.4 HC.7.006 CONTRACT STATUS AND REVIEW MEETING

FEBRUARY 2005

The COR, CA, and authorized contractor representative(s) shall meet at least quarterly or more frequently as determined by the COR. The purpose of the meeting is to review the status reports, performance results, current/outstanding issues, and provide to the contractor any House-related informational materials. The goal is to keep track of performance, head-off any potential problems, resolve issues, and maintain a smoothly operating contract.

### G.5 HC.7.005 PERFORMANCE MEASUREMENTS

FEBRUARY 2005

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a. The contractor shall provide performance summary reports acceptable in content and format to the contracting officer's representative (COR). The reports shall be submitted by (date to be determined by COR) of each month and pertain to services provided the previous month. The details of the report identifying shall include but not limited to; service levels, best practices results, and efficiencies achieved will be developed mutually by the COR and contractor.

G.6 HC.7.003 INVOICES

FEBRUARY 2005

a. The Debt Collection Improvement Act of 1996 requires that federal agencies pay recipients by electronic funds transfer (EFT). EFT is an improved, convenient, and secure method of payment. To enable the U.S. House of Representatives to send payments electronically to your financial institution, you must first complete an EFT enrollment form to provide your signature and certain information regarding your financial institution. Please visit the U.S. House of Representatives' Office of Finance and Procurement website at [www.house.gov/finance](http://www.house.gov/finance) for appropriate forms or call the EFT Help Line at 202-226-2277.

b. A proper invoice is to be sent to:

AEA Vendor Management  
166 Ford Build  
Washington DC 20515

**Invoices may also be emailed (will provide addresss upon award) or faxed to AEA Vendor management at 202-226-0065.**

Invoices must be in summary form and maintenance invoices must be billed monthly or quarterly in the arrears and must minimally include:

- Contractor Name, Address, and Phone Number
- Name of Contractor Point of Contact
- House Contract Number
- Invoice Number
- Invoice Date
- CAO Office name and location.
- Equipment manufacture and model number.
- Serial numbers.
- CAO Asset numbers
- Time period covered

**NOTE:** Partial month payments can only be paid on a pro-rated basis for that month.

d. The House does not pay federal, state, service, local taxes or late payment fees unless mandated by law.

e. All follow-up invoices shall be marked "Duplicate of Original" on all pages. Contractor questions regarding payment information or check identification should be directed to the COR for follow-up with appropriate financial personnel.

G.7 HC.7.002 MODIFICATIONS

FEBRUARY 2005

Administrative changes, e.g. address corrections, are approved by the CO. All other changes which change the scope of this contract, including additions or deletions, must be prepared in writing as formal modifications signed by both parties.

G.8 HC.7.021 CUSTOMER SURVEYS

APRIL 2003

The contractor shall be assessed on a periodic basis through use of customer surveys. Surveys will be conducted at least once per annum, though they may be conducted more frequently at the discretion of the House. Surveys shall be provided to the contractor at

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least fifteen (15) days prior to release for review and comment. Though the House will consider all comments submitted, the content and format of the survey is at the final discretion of the House.

Contractors will be required to provide a representative(s) to monthly meetings held by the COR to discuss performance measurements and other topics of importance to the contractors. Meetings will be scheduled as much in advance as practicable.

## G.9 HC.7.007 AUTHORIZED HOUSE REPRESENTATIVES

FEBRUARY 2005

### a. Contracting Officer (CO):

1. Except as specified in paragraph (3) herein, no order, statement or conduct of House personnel who visit the contractor's facilities, or in any other manner communicate with contractor personnel during the performance of this contract, shall constitute a change (in scope, terms, conditions, requirements, pricing, and/or delivery schedules) under this contract.

2. The contractor shall not comply with any order, direction or request of House Personnel which would constitute a change under this contract, unless issued in writing and signed by the CO, or made pursuant to specific authority otherwise included in this contract.

3. The CO is the only person authorized to approve changes under this contract and, notwithstanding provisions contained elsewhere in the contract, said authority remains solely with the CO. In the event the contractor effects any change at the direction of any person other than the CO, that change shall be considered to have been made without authority and no adjustment in price shall be made in the contract to cover any increase in charges incurred as a result thereof. The CO may delegate certain responsibilities to authorized representatives.

### b. Contracting Officer's Representative (COR):

1. The COR, appointed by the contracting officer, is designated to assist in the discharge of the contracting officer's responsibilities. The responsibilities of the COR include, but are not limited to: determining the adequacy of performance and/or the timeliness of delivery by the Contractor in accordance with the terms and conditions of this contract; acting as the contracting officer in charge of work at the site; ensuring compliance with the contract requirements insofar as the work is concerned; advising the contracting officer and contract administrator of any factors which may cause delays in delivery and/or performance of the work; and conducting or witnessing the conduct of any inspections and/or tests that may be required by the contract. The COR does not have the authority to make any changes to the terms, conditions, requirements, pricing, and/or delivery schedules of the contract or direct the contractor to perform services outside of the scope of the contract.

### 2. Additional responsibilities of the COR are as follows:

- Monitor and evaluate contract performance, including preparing Vendor Performance Evaluations.
- Review, approve, and process contractor invoices.
- Submit periodic report(s) to the Contract Administrator (CA).
- Provide the CA with notification of intent to exercise options or renewals 90 days prior to expiration date.

### c. Contract Administrator:

The contract administrator prepares all modifications to the contract, maintains the official contract file with all reports and other contractual documentation, and responds to contractual inquiries or concerns from the COR or contractor on behalf of the CO.

## G.10 HC.7.011 PROGRESSIVE STEPS TO ENSURE SATISFACTORY CONTRACT PERFORMANCE

FEBRUARY 2005

a. The Contractor shall bring all performance issues to the immediate attention of the COR. Likewise, the COR shall bring all real or apparent performance issues to the immediate attention of the Contractor. These issues will be documented and quickly resolved to the mutual satisfaction of both parties, provided such resolution is within the authority of the COR and in accordance with the terms and conditions of the contract.

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b. If an issue cannot be resolved between the Contractor and the COR, or resolution would require a modification to the contract, the COR will immediately notify the CA and the CO by e-mail. The CA in conjunction with the COR, Contractor, and as may be required other subject matter experts, will attempt to resolve performance issues to the mutual satisfaction of both parties. If a modification to the contract is required the CA will make a recommendation to the CO and if approved prepare the modification and obtain all necessary approvals and signatures.

c. Issues that cannot be resolved by the CA will be brought to the attention of the CO who may pursue any of the remedies provided for under this contract up to and including termination.

#### G.11 HC.7.025 RELEASE OF CLAIMS

FEBRUARY 2005

After completion of work, and prior to final payment, the contractor shall furnish to the CO, a release of claims against the United States arising out of the contract, other than claims specifically excepted from the operation of the release.

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## SECTION H -- SPECIAL CONTRACT REQUIREMENTS

### H.1 CONTRACT TYPE - FIRM FIXED PRICE

This will be a Firm Fixed Price Contract based upon the final negotiated per unit price. Per unit pricing shall remain fixed for the duration of the Pilot and initial 2 year base period. If the vendor wishes to raise pricing for an option period, the new pricing structure and rationale for the increase information must be sent to the COR 4 months in advance of the option renewal date for CAO consideration.

New unit additions: If units are added to this contract for which a base unit price has not been established, the new unit maintenance price will be established by the contractor and remain firm for the duration of the term period.

Rate decreases may be proposed, and accepted by the CAO and the contract modified at any time.

### H.2 HC.8.001 INSURANCE

MAY 2001

The contractor shall carry and maintain, during the entire period of performance under this contract, the following:

- a. Workers' compensation and employee's liability insurance: minimum \$100,000 per incident.
- b. Comprehensive general liability: minimum of \$1 million bodily injury per occurrence.
- d. Other insurance as directed by the contracting officer.

### H.3 HC.8.002 IDENTIFICATION BADGES

FEBRUARY 2006

New contractor employees shall obtain a House identification/access pass issued by the House Sergeant at Arms before the employee enters on duty, if unescorted access is required outside of normal public building visiting hours. Public building visitor hours are Monday to Friday 7am to 7pm, and Saturday 7am to 1pm. House identification badges will not be issued to a contractor employee unless the Capitol Police forms for a background check are submitted in accordance with Clause HC-003 of this contract.

The contractor shall ensure that the employee surrenders the House identification/access card upon termination of employment or performance is no longer required under this contract. House identification/access cards shall be surrendered to the COR and reconciled within two business days following an employee termination or service release under this contract. A penalty in the form of damages shall be levied for failure to return House identification/access cards in the amount of \$100 a month for each House identification/access card that is not returned to the COR within two business days following an employee's termination or employee service no longer required under this contract. The damage amount will be prorated in the month of termination or release from service to the date the House identification/access card was to be returned to the COR and reconciled.

Final payment will not be made under this contract until all House identification/access cards that were issued under this contract have been returned, and a release provided to the contractor signed by the COR. If the contract is a concessionaire type contract, contractor equipment and supplies shall not be removed from House property until all House identification/access cards have been returned and a release provided to the contractor signed by the COR.

### H.4 HC.8.003 PROSPECTIVE EMPLOYEE BACKGROUND CHECK

FEBRUARY 2006

- a. The U.S. Capitol Police will screen all contractor employees working on this contract who have access to House facilities or information in the performance of Contract work. The COR will provide the Contractor with Capitol Police forms (CP-491 or equal)

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to be filled out and returned for each employee the contractor will have working in any capacity on the contract. Forms for each employee working on this contract shall be submitted prior to the commencement of work.

b. The employee shall be fingerprinted by the Capitol Police prior to working on the contract and a check made of criminal history records. If the Capitol Police, after having processed the forms, determine at any time that the employee is unsuitable or unfit for assigned duties, they will notify the CAO Human Resources, Director of Administration who will notify the COR and CO. The COR will then direct the contractor to immediately remove that employee from any work under this contract.

c. All contractor employees working on this contract with access to House facilities or information are required to be cleared by the Capitol Police, at a minimum of every three years. However, further background checks may be conducted at any time as is warranted.

#### H.5 HC.8.004 INFORMATION SECURITY

OCTOBER 2003

All contractor software, hardware, and personnel that interface with House offices, including Leadership, Member, Committee, Officer and subordinate offices, such as House Information Resources (HIR), are subject to the rules, regulations, and sanctions as outlined in House Information Security Policies (HISPOL). HISPOLS may be obtained on the Internet at [www://house.gov](http://www.house.gov) by clicking on Current Solicitations under the General Information heading, and then selecting Current Solicitations again. A hard copy may be obtained by calling the HIR Information Systems Security Office at 202-226-4988.

Contractor personnel must be eligible for a Federal government security clearance if access to Confidential Business Information or Confidential House Information (as are defined in HISPOL 002.0) is required. Individual House Offices or CAO Business Units may require an Office of Personnel Management (OPM) Extended Background Investigation or other security clearance, as deemed necessary. In addition, contractor personnel must not remove Confidential Business Information or Confidential House Information from the Capitol campus.

All system servers must receive security certification from the HIR Information Systems Security Office prior to implementation on the House network. This certification will follow successful completion of a system security compliance audit and will be signed by the Director of the Office.

#### H.6 HC.8.005 BENEFITS TO MEMBERS OF CONGRESS

MAY 2001

No Member, Delegate, Resident Commissioner, Officer of the House or Procurement Officer shall be admitted to any share or part of this contract, or to any benefit that may arise therefrom, but this provision shall not be construed to extend to this contract if made with a corporation for its general benefit.

#### H.7 HC.8.006 NEWS RELEASES

MAY 2001

No news releases, press conferences or advertisements pertaining to this contract will be made without prior written approval of the CO.

#### H.8 HC.8.007 AFFIRMATION OF NON-DISCLOSURE

AUGUST 2003

Due to the sensitive and confidential nature of information that the contractor may come in contact with during the performance of work at the House, the contractor and all personnel associated with this contract shall sign an "Affirmation of Non-Disclosure" (see <http://www.house.gov/cao-opp/currentsol.shtml>) prior to commencing work. The Affirmation of Non-Disclosure states in part that the individual signing the form agrees and understands they will not disclose any private or privileged information received in the course of service to the House.

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## H.9 HC.8.008 WARRANTY

JUNE 2001

(1) All warranty rights applicable to House owned equipment shall apply and pass through to any House designated contractor/vendor acting on the Original Equipment Manufacturer's behalf to service and maintain equipment. The contractor (if they are the resellers of equipment) must notify the office that this warranty exists and disclose the terms, conditions, and period of performance under the warranty.

(2) Warranty period shall begin on the official installation date as identified on the equipment installation notice provided to the House's Office Systems Management department. Warranties must be on site unless otherwise specified.

(3) Any warranty of the purchase vendor and/or manufacturer must be honored by the Contractor, and the CAO reserves the right to contact the warranty vendor/manufacturer directly for service on any units that have warranty coverage. For equipment which has not been covered under maintenance since the end of the warranty period, the Contractor may inspect equipment to determine if it is in good operating condition. The repair cost, if any, to bring the equipment to good operating condition and/or maintenance specifications must be identified and forwarded to the CAO for acceptance and approval.

The commencement date of maintenance for such unit(s) will begin on the first of the month following the completion of service necessary to bring the unit(s) to maintenance contract specifications. Please note: Units that had previously been under a manufacturer's warranty or on maintenance contract with an approved House vendor other than the Contractor may be allowed to be transferred to the Contractor's contract without cost.

## H.10 HC.8.010 DATA OWNERSHIP/TRANSFER/ACCESS

JUNE 2001

The House and contractor agree that all data procured under this contract and data transferred by the House to the contractor shall remain the exclusive property of and in the exclusive control of the House. Parties further agree that access to or release of such information shall be governed by the laws applicable to the House. The contractor agrees to notify the House immediately if anyone requests any access to House information and further agrees not to provide access to or release any information without prior written approval by the House contracting officer. This includes Freedom of Information Act (FOIA) requests.

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## SECTION I -- CONTRACT CLAUSES

### I.1 HC.9.001 AUTHORIZED CHANGES ONLY BY THE CONTRACTING OFFICER MAY 2001

- a. Except as specified in paragraph (b) herein, no order, statement or conduct of House personnel who visit the contractor's facilities, or in any other manner communicate with contractor personnel during the performance of this contract, shall constitute a change under this contract.
- b. The contractor shall not comply with any order, direction or request of House personnel, unless issued in writing and signed by the CO, subject to the policy direction and oversight of the Committee on House Administration, or made pursuant to specific authority otherwise included in this contract.
- c. The CO is the only person authorized to approve changes in any of the requirements of this contract and, notwithstanding provisions contained elsewhere in this contract, said authority remains solely with the CO. In the event the contractor effects any change(s) at the direction of any person other than the CO, that change shall be considered to have been made without authority and no adjustment in price shall be made in the contract to cover any increase in charges incurred as a result thereof.

### I.2 HC.9.002 OBSERVANCE OF LAWS MAY 2001

- a. In connection with the performance of work under this contract, the contractor agrees not to discriminate on the basis of race, religion, color, sex, national origin or disability.
- b. The contractor shall comply with all applicable laws of the United States with respect to the conduct of its employees and operations.

### I.3 HC.9.003 DISPUTES MAY 2001

Any dispute shall be decided by the CO, who shall reduce the decision to writing and mail or otherwise furnish a copy thereof to the contractor. Within thirty (30) calendar days from the receipt of such copy, the contractor may appeal in writing by mail to the CAO. The CAO's decision shall be final. The contractor may appeal the CAO's decision to the Committee on House Administration only for violations by the CAO for failure in following procedural guidelines within 30 calendar days of the CAO final decision. If no such appeal is taken, the decision of the CO shall be final and conclusive. In connection with any proceeding under this clause, the contractor shall be afforded an opportunity to be heard and to offer evidence in support of its appeal. Pending final decision of a dispute, the contractor shall proceed diligently with the performance of the contract and in accordance with the CO's decision.

### I.4 HC.9.004 AVAILABILITY OF FUNDS MAY 2001

The House's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the House for any payment may arise until funds are made available to the contracting officer for this contract.

### I.5 HC.9.007 ORDER OF PRECEDENCE MARCH 2002

In the event of an inconsistency between provisions of this contract, the inconsistency shall be resolved by giving precedence in the following order: (a) contract statement of work; (b) other provisions of this contract, whether incorporated by reference or otherwise.

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I.6 HC.9.015 HOUSE RULES

MAY 2002

This contract shall be governed in accordance with House Rules and regulations and all applicable statutes regarding performance and any dispute arising therefrom. (see <http://www.house.gov/house/Orgops.shtml>)

I.7 HC.9.019 BUY AMERICAN

MARCH 2003

Unless otherwise specified, items are to be of the growth and manufacture of the United States, provided such items are upon as good of terms regarding quality and price as like items of foreign growth and manufacture. An item shall be deemed to be manufactured in the United States if more than fifty (50%) percent of the cost of its components are of the growth and manufacture of the United States.

(a) Definitions. As used in this clause--

"Component" means an article, material, or supply incorporated directly into an end product.

"Cost of components" means--

(1) For components purchased by the Contractor, the acquisition cost, including transportation costs to the place of incorporation into the end product (whether or not such costs are paid to a domestic firm), and any applicable duty (whether or not a duty-free entry certificate is issued); or

(2) For components manufactured by the Contractor, all costs associated with the manufacture of the component, including transportation costs as described in paragraph (1) of this definition, plus allocable overhead costs, but excluding profit. Cost of components does not include any costs associated with the manufacture of the end product.

"Domestic end product" means--

(1) An unmanufactured end product mined or produced in the United States; or

(2) An end product manufactured in the United States, if the cost of its components mined, produced, or manufactured in the United States exceeds 50 percent of the cost of all its components. Components of foreign origin of the same class or kind as those that the agency determines are not mined, produced, or manufactured in sufficient and reasonably available commercial quantities of a satisfactory quality are treated as domestic. Scrap generated, collected, and prepared for processing in the United States is considered domestic.

"End product" means those articles, materials, and supplies to be acquired under the contract for House use.

"Foreign end product" means an end product other than a domestic end product.

(b) The Contractor shall deliver only domestic end products except to the extent that it specified delivery of foreign end products in the provision of the solicitation entitled "Buy American Act Certification."

I.8 HC.9.012 TERMINATION

JUNE 2002

The House has the right to terminate this order in whole or in part at any time with 30 day written notice to the contractor. In such event, contractor may claim only properly supported out-of-pocket costs plus a reasonable amount of demonstrable related charges for the work already performed, all to be determined in accordance with generally accepted accounting procedures. For specially prepared products, unique to the House's order, any partially completed work or raw materials whose full costs are included in the termination charges shall be identified in writing and held by contractor for disposition in accordance with the House's written instructions. Notwithstanding the foregoing, the House reserves the right to cancel all or any part of the undelivered portion of this order, without liability, in addition to the House's other rights and remedies, if contractor breaches any of the terms and conditions herein.

I.9 HC.9.013 GRATUITIES

JUNE 2002

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This order may be terminated if it is determined by the House that a gratuity (e.g., an entertainment or gift) was offered or given to any Member, officer, or employee of the House with the intention of obtaining this order or gaining favorable treatment under this order. No Member, officer, or employee of the House shall share any personal benefit of this order.

I.10 HC.9.014 ASSIGNMENT

JUNE 2002

Neither this order nor the obligation of contractor to perform hereunder shall be assigned or delegated by contractor without the House's consent. Waiver by either party of any default by the other hereunder shall not be deemed a waiver by such party of any other, subsequent default. None of the provisions, terms and conditions contained in this order may be added to, modified, superseded or otherwise altered except by a written instrument signed by the authorized representative of the party against whom its enforcement is sought, and each shipment received by the House from contractor shall be deemed to be only upon the terms and conditions contained herein regardless of any contrary or additional provisions contained in any acknowledgement, invoice or other form of contractor and notwithstanding the House's act of accepting or paying for any shipment or similar act of the House.

I.11 HC.9.008 TAX EXEMPTION

JUNE 2002

Unless otherwise provided by statute, the House is exempt from all taxes, including any sales and use taxes.

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## SECTION J -- LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

### J.1 ATTACHMENTS

<b>Item #</b>	<b>Description</b>	<b># Pages</b>
1	Statement of Objectives	7
2	Latest available equipment list	5
3	Key Personnel form	1

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## SECTION K -- REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

### K.1 HC.11.001 GENERAL REQUIREMENTS JULY 2001

Offerors shall be individuals, partnerships, or corporations regularly engaged in the business covered by the specifications and possessed of satisfactory financial resources and technical ability, and of equipment and organization to insure satisfactory completion of the contract, and who have established a satisfactory record in the past. Offerors shall, if requested by the CO, furnish promptly any information, which the CO may consider necessary to establish their competency for the work.

The offeror certifies by submission of this proposal and resultant contract that the offeror has not publicly or privately colluded with any other offeror to fix prices or conditions of this contract.

### K.2 HC.11.002 FINANCIAL INFORMATION JULY 2001

The offeror shall furnish company financial data for the last three (3) years at a minimum. To comply with this requirement, the offeror shall furnish copies of financial statements or balance Statement.

### K.3 HC.11.004 COMPANY BACKGROUND JULY 2001

All offerors will be required to submit proposals to include the following information concerning the company background:

- a. Legal name of the company.
- b. Brief business history of company including officer as well as key employee profiles..

### K.4 HC.11.007 ELIGIBILITY FOR AWARD JULY 2001

The offeror certifies that it is eligible for award of a contract resulting from this solicitation and that it has not been barred, suspended or otherwise rendered ineligible for award of a federal government contract, nor has the offeror within a 3-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, state or local) contract or subcontract; violation of federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; and, is not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in this provision.

### K.5 HC.11.009 PERIOD FOR ACCEPTANCE OF PROPOSAL JULY 2001

In the event the offeror receives award of this contract, the award shall be based on the prices set forth in the offeror's proposal provided that the House makes the award of the contract within \_\_\_ 10 \_\_\_ months after receipt of the offer.

### K.6 HC.11.019 SIGNATURE AUGUST 2002

I certify that these representations, certifications, and other statements are complete and accurate to the best of my information, knowledge, and belief.

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\_\_\_\_\_  
NAME OF OFFEROR

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE OF PERSON  
AUTHORIZED TO SIGN

\_\_\_\_\_  
PRINTED NAME OF PERSON  
AUTHORIZED TO SIGN

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## SECTION L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS

### L.1 HC.12.002 CONTENT OF PROPOSALS

OCTOBER 2001

Each proposal shall be sufficiently complete and organized to ensure that evaluation can be made on the basis of its content. It is important that the proposal be organized as specified since the score sheet used during the evaluation will parallel the order specified in the solicitation. Offerors are reminded to avoid excessively lengthy or overly extravagant proposals. Proposals that do not address all of the elements and requirements, in the order contained herein, shall be disqualified from further consideration.

#### **Proposal Format & Contents**

**Section 1. Section A of RFP.** The offeror shall insert Section A of this solicitation with all required/applicable blocks completed.

**Section 2. B Price Schedules.** Offeror shall complete Section B and provide a proposed price to include pricing per unit which will address all requirements identified on attachment 2 Latest available equipment list well as others the offeror may wish to offer

**Section 3. G Contract Administration.** Offeror shall complete the required sections of Section G.

**Section 4. K - Representations, Certifications, And Statements of Offerors."** Offeror shall complete the required clauses of Section K.

#### **Section 5. Management Approach Experience**

This section should be a concise explanation on how your company will structure the administrative and operations aspects of managing this project. It should include your project plan as well as describe how your plan will streamline and reduce the cost of the House's current maintenance program.

Offerors must show substantial previous experience in providing, securing, and/or analyzing equipment maintenance programs. Offerors shall provide satisfactory evidence of previous experience, adequate financial resources, and organization as herein specified to perform the type, magnitude and quality of work specified in this RFP.

Describe your firm's experience in and capability to: - Provide equipment maintenance management in addition to personnel capable of handling its needs.

References. - Offerors must provide a minimum of three (3) references, including from two (2) of their largest customers. References shall preferably be governmental accounts, and should demonstrate the ability of the Offeror to perform jobs similar in scope to the size, nature and complexity of the project specified in this RFP. The references shall include the: Company name, address, contact person, telephone number, e-mail address, if available and number of years the Offeror has serviced the referenced account;

Scope of Work performed within the past three (3) years for each referenced account. The references provided will be contacted by the House.

#### **Section 6. Technical Proposal** - should include at a minimum;

A. Address how service call response time and user satisfaction with the program will be monitored and any issues addressed.

B. Describe the implementation plan for placement of new service agreements. Plan should include the following:

- a. Initial meeting with offices/departments
- b. Equipment price quotation process

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- c. Process of moving equipment from vendor contracts to the program
- e. Follow-up office meetings
- f. Vendor notification
- g. House employee training to include new processes for vendor service calls Develop Marketing Communication Plan & Training for participants.

C. Online reports navigating and understanding

- a. Reports that will be provided to the House to enhance programmatic oversight efficiency; including but are not limited to:

D. Strategic Plan

E. Contingency Report

F. Program Savings Report

G. Equipment Mix Report

H. System on-line reporting.

Offerors must demonstrate ability to maintain data and produce reports with the following types of information:

I. Reports must be able to be broken down to and sorted by levels, such as:

- a) Department
- b) Group
- c) City
- d) Location

J. The following data elements must be included in the database:

Office name, address, and service agreement number and effective dates  
Equipment tag or item number  
Equipment manufacturer, model, serial number and description  
Vendor name and contact information  
Date equipment was added to or deleted from the plan  
Vendor contract dollar amount per item  
Annual and prorate plan dollar amount per item  
Specific included and excluded coverages (including preventive maintenance)

Transaction details, such as:

- Invoice number, date, and amount
- Reason for service call and repair description
- Invoice status, amount paid, and check number

You need to have the capability to include in your monthly service & warranty repair reports the following types of information:

Itemized schedule of every piece of equipment on the program.

Start and end dates, annual and prorated amount,  
and included and excluded coverages (e.g., consumables).

Report must be downloadable for saving in PDF or Excel format, as  
well as viewable and printable in the browser.

Subtotals by location and report totals.

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Period of coverage

Repair History Report;

Itemizes every piece of equipment that has had an invoice submitted for reimbursement within a specified period of time.

Report must include invoice detail, status, and the amount paid, where applicable.

Must be able to be sorted by location, vendor, or equipment item.

Capability to designing reports specific to a user's particular office, which can be generated for only that user.

L.2 HC.12.003 SUBMISSIONS

MARCH 2004

Offerors shall **email their proposal to james.tiani@mail.house.gov with a cc to lawrence.toferoff@mail.house.gov in MS word or PDF format by 2:00pm September 3, 2008. This email will serve as the official time and date receipt for your proposal.** In addition please send the original signed proposal (marked original) and 1 hard copy (marked copy) to the Address found on page 1 Block 7 and to the attention of Jim Tiani. These should have a postmark date no later than midnight of the identified due date. Proposal packages shall be sealed in a suitable container, and all containers shall clearly identify firm name and address and Solicitation Number. **Hand carried or Facsimile proposals will NOT be accepted.**

#### **Pre-Proposal Conference**

**When: August 6, 2008**

**Time: 10:00am to 12:00pm**

**Where: Ford House Office Building Room 108  
3rd & D Streets SW, Washington DC**

Questions may be submitted prior to pre-proposal conference via email to james.tiani@mail.house.gov no later than 8/4/08. Title subject of email "Main. Pilot Questions".

L.3 HC.12.007 ACKNOWLEDGEMENT OF AMENDMENTS TO  
SOLICITATIONS

JULY 2001

Offerors shall acknowledge receipt of any amendments to this solicitation requiring bi-lateral signature;

(1) by signing and returning the amendment,

(2) by identifying the amendment number and date in the space provided for this purpose on the form for submitting an offer; or

(3) by letter or telegram if authorized, The contracting officer must receive the acknowledgment by the time specified for receipt of offers.

L.4 HC.12.009 RESTRICTION ON DISCLOSURE AND USE OF DATA

JULY 2001

Offerors or quoters who include in their proposals or quotations data that they do not want disclosed to the public for any purpose or used by the House except for evaluation purposes, shall:

(1) Mark the title page with the following legend:

"This proposal or quotation includes data that shall not be disclosed outside the House and shall not be duplicated, used, or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror

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or quoter as a result of--or in connection with--the submission of this data, the House shall have the right to duplicate, use, or disclose the data, including cost and pricing data, to the extent provided in the resulting contract. This restriction does not limit the House's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets numbered [insert number(s)]," and

(2) Mark each sheet of data to be restricted with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

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## SECTION M -- EVALUATION FACTORS FOR AWARD

### M.1 HC.13.001 EVALUATION FACTORS FOR AWARD

JULY 2001

The House intends to make a single award to the offeror whose proposal meets the minimum requirements as stated in this RFP. Proposals will be evaluated based on the following evaluation factors that are listed in no order of importance:

- (1) Technical approach
- (2) Management approach
- (3) Corporate capabilities
- (4) Past performance
- (5) Oral presentation may be required which will be at the discretion of the CAO
- (6) \*Price

\*The proposal is presumed to represent the offeror's best efforts to respond to the solicitation. Any inconsistency, whether real or apparent between promised performance and price, must be explained in the proposal. For example, if unique and new approaches are the basis for an abnormally low estimate, the nature of these approaches and their impact on price must be explained. Any significant inconsistency, if unexplained, raises a fundamental issue of the offeror's understanding of the nature and scope of the work required. It also may reflect on the offeror's ability to perform the contract within the financial restraints and may be cause for rejection of the proposal. The burden of proof as to price credibility rests with the offeror.

1. Risk Assessment. Price proposals will be evaluated to identify and assess potential risks, which may be inherent in the offeror's approach. The estimated costs to correct any deficiencies in the offeror's proposal will also be evaluated.
2. Price Realism. Proposed pricing will be evaluated not only to determine if the price is reasonable, realistic, and affordable, but also to determine the offeror's understanding of the requirements.

The House may:

- (1) reject any or all offers, if such action is in its interest,
- (2) waive informalities and minor irregularities in offers received.



## Office Equipment Maintenance Management Support Program

### **SECTION C – Statement of Objectives**

#### **Purpose;**

The U.S. House of Representatives (House), Chief Administrative Officer (CAO) is interested in acquiring the services of a Contractor to provide cradle to grave “Office Equipment Maintenance Management Support Program” (EMMSP) for repair and preventative maintenance of multiple brands of selected inventoried office equipment (i.e., copiers, fax machines, scanners, and multi use machines) with an initial purchase price of \$500 or more. It is the desire of the House to employ best practices by consolidating this demand into a single effort and incorporate the economies of scale to yield an effective, efficient and flexible agreement with a single vendor.

The initial plan is to establish this agreement as a pilot program for the CAO for 9 months with analysis of the program to be conducted during the last three months of the pilot program which will include a review of customer satisfaction. The House will then decide if adjustments are necessary and whether to exercise the option to proceed and award a contract. The awarded contractor is not guaranteed any level of usage of the equipment maintenance program proposed beyond the pilot program.

#### **C.1. Objectives**

The objective of this Request for Proposal (RFP) is to establish a comprehensive agreement that will produce cost savings over the current CAO Maintenance and Service Agreement model without jeopardizing service levels. The CAO will have the right to ensure that qualified service providers are utilized. All organizations within the House may elect to utilize this Maintenance and Services Agreement. The House does not guarantee any amount of participation to this contract beyond the office of the CAO.

The following represents a non-inclusive list of tasks to be performed by the selected contractor for this project:

- a) Accurately assess current House offices/departments’ equipment maintenance cost and needs; by achieving a minimum 15% cost reduction to the House without a degradation in the service levels—response times, quality of service or call backs.
- b) Identify best practices in equipment maintenance that—

## Attachment 1

- Streamline current maintenance process and procedures relating to the delivery of maintenance services for office equipment;
- Ensure continuous improvement of equipment maintenance services in terms of: Quality, Cost-efficiency, and Customer satisfaction.
- Advise House offices/departments of qualified service providers that will implement equipment maintenance best practices.
- Assume responsibility for achieving specific, measurable results that achieve the objectives of this project.

Currently equipment maintenance may be on an annual maintenance contract or may be maintained through a time and materials basis. For the pilot program and thereafter the selected contractor will be paid a fixed amount on a per item identified basis to provide for all necessary repairs and maintenance for the included equipment.

Contractor shall maintain equipment in good operating condition and furnish on site service during normal business hours of 8:30 am to 6:00 pm, Monday through Friday, excluding holidays observed by the House.

It is not expected that a single contractor will actually perform the maintenance service, but will manage the service for a per item contract price, i.e., the cost for each selected piece of equipment covered under contract. The perceived benefits of this consolidation are reduced cost, increased accountability, increased management control, and improved coverage, with the ability to utilize the same service providers that had previously maintained the same equipment. If the Contractor subcontracts to a secondary vendor to provide service, it remains the Contractor's responsibility to bill the CAO at the approved rate. The secondary vendor will not under any circumstances, invoice or contact the end user or CAO regarding payment. This contract will not provide for payment to sub contractors.

### **Requirements**

The selected Equipment Maintenance Service Program must meet the following requirements:

- (1) Program will eliminate the need to purchase multiple maintenance contracts for included equipment.
- (2) Program will provide an annual fixed amount for providing any maintenance or repair for covered equipment.
- (3) The contractor must provide the CAO with fully certified and qualified service providers.
- (4) The House requires that the repair or maintenance vendor (the company that

actually may be performing the repair or service) to be dispatched by the Contractor. This method is preferred because it will allow for one centralized point to manage all service requests. However, other available options may be offered and the end-using office will determine what is deemed most advantageous.

(5) Records of maintenance and repair costs shall be maintained by the contractor in sufficient detail to determine repair and maintenance history individually and in aggregate for all covered equipment and available for CAO review on demand.

(6) All data maintained by the contractor shall be available to the CAO as well as end-using offices. Contractor shall provide the CAO/office with access to contractor's database. Periodic reports of maintenance and repair activity (monthly or quarterly) shall be provided to the CAO/end-using office. Additional reporting is to include information that would enable management decision making, such as repair or replace or supplier quality evaluation.

(7) Records maintained by the contractor shall include data fields using relevant House office coding, such as organization codes, budget fiscal year, budget object class, program and assigned property numbers, in addition to equipment serial numbers.

(8) Participation in this program shall be mandatory for CAO offices but not for other House Offices.

(9) In order to effectively service the contract, the contractor must provide a designated program representative(s) with the inception of the program. This representative must be accessible Monday through Friday 8:30AM-5:00PM at the Capitol Hill campus to provide any requested assistance.

(10) The selected contractor, in conjunction with designated CAO personnel, is expected to educate and market the program to the end-user office. The marketing program shall provide the necessary education to the end-user and various offices/departments with a clear understanding of the maintenance program's benefits and limitations to allow them to make an informed decision regarding participation. CAO shall approve in advance of distribution, any and all education and marketing materials that shall be provided to the end-user offices, regardless of the method of distribution.

(11) The contractor shall be responsible for all costs associated with the marketing and educational program including development and printing costs.

(12) Contractor shall be responsible for the coordination and implementation of the program and transition of equipment from current maintenance contract to this contract.

(13) The Contractor is responsible for monitoring the physical inventory of all CAO units. The addition or removal of units must be documented by the end user office which requires written approval from an authorized signatory. The vendor may not bill for additional units without concurrence from the CAO. The CAO has the right to remove

individual units from the contract at any time, which may result in retroactive removal of equipment.

Any warranty of the purchase vendor and/or manufacturer must be honored by the Contractor, and the CAO reserves the right to contact the warranty vendor/manufacturer directly for service on any units that have warranty coverage. For equipment which has not been covered under maintenance since the end of the warranty period, the Contractor may inspect equipment to determine if it is in good operating condition. The repair cost, if any, to bring the equipment to good operating condition and/or maintenance specifications must be identified and forwarded to the CAO for acceptance and approval.

The commencement date of maintenance for such unit(s) will begin on the first of the month following the completion of service necessary to bring the unit(s) to maintenance contract specifications. Please note: Units that had previously been under a manufacturer's warranty or on maintenance contract with an approved House vendor other than the Contractor may be allowed to be transferred to the Contractor's contract without cost.

(14) Contract Usage Report: Contractor is required to file a contract usage report quarterly to include the CAO as well as the participating office name, contract cost and realized savings. The contract usage report will be required within 15 days after the end of each quarter and an annual summary report within 15 days after the contract's anniversary or expiration date. These reports will be submitted to the CAO, Customer Solutions Center, B227 Longworth HOB Washington, DC 20515.

(15) Contractor must submit an implementation plan and schedule for each phase of the equipment maintenance program. The Plan must include quality measures and performance standards for the program and how it will be monitored and reported.

(16) All House data maintained by the Contractor for this project shall be available to the CAO. The Contractor shall provide CAO with access to any database used in performance of the contract during the term of the contract as well as at the point of termination in downloadable format. Records maintained by the Contractor shall include data fields using relevant House coding, such as organization codes, budget fiscal year, budget object class, fund, program, location and assigned property numbers, specific equipment manufacturer, model and equipment serial number information.

(17) The Contractor shall provide training to CAO personnel regarding the maintenance program.

(18) Ensure all printers, copiers, scanners (especially those which are network connected) owned by the supported office and covered under this contract are secured in accordance with the proper security checklist.

(19) The Contractor shall adhere to all applicable House security guidelines and publications including recommended practices for Active Directory OU Administration.

## Attachment 1

(20) Any devices not covered by a checklist will need to be reviewed by the Information Systems Security Office (ISSO) for guidance on appropriate security measures.

(21) All services and protocols not being used by the device to support the operations of the House office will be disabled; services and protocols being used must be secured. (For example, IPX and AppleTalk protocols must be disabled; SMTP, LDAP, and FTP services may only be enabled if being used and then must be secured in a manner to limit access to only staff within the office that is authorized to have access to the data which is made available by that service.)

(22) Ensure all devices running on Windows operating systems are protected with appropriate anti-virus software and ensure that the anti-virus software is kept up-to-date.

(23) Perform anti-virus and spyware cleaning of any device owned by the supported office and covered under this contract when requested by the office.

(24) The supporting contractor should perform preventive maintenance on all systems owned by the supported office and covered under this contract at least quarterly. Preventive maintenance should include at a minimum ensuring that the devices have the latest software and/or firmware installed and that the passwords on any service accounts configured on the device are updated. Offertory should include a detailed preventative maintenance plan.

(25) The Contractor shall ensure that all application or network operating software, including upgrades or enhancements, conform with House infrastructure policies, including House security policies, publications, and forms, as they may be amended.

(26) Whenever a device is removed from the control of the House office, the Contractor shall ensure that all data which may have been saved on any volatile or non-volatile storage devices is deleted in a manner that prevents recovery.

(27) For devices which provide network management interfaces, the password of the administrator account must be changed from the manufacturer's default and changed at least every 90 days.

(28) If the SNMP management protocol is not disabled, the SNMP community string must be changed to a string other than "public".

(29). Maintenance and Service Responsibilities

(a) Contractor shall maintain equipment in good operating condition and furnish on site service during normal business hours of 8:30 am to 6:00 pm, at the Capitol Hill campus Monday through Friday, excluding holidays observed by the House.

(b) Maintenance includes labor, replacement parts, preventive maintenance, and software support. If parts are replaced on a like-for-like exchange basis the installed parts become the property of the House, and removed parts become the property of the Contractor. The

## Attachment 1

House Vendor Management must be informed in writing or facsimile of any new serial number(s) of replaced equipment within 30 days of installation. Correspondence shall be forwarded to: Vendor Management, Ford House Office Building, Room 166, U.S. House of Representatives, Washington, D.C. 20515 or Facsimile at 202-226-0065.

(c) Maintenance items services shall not include:

Consumable supplies, such as paper products:

Relocation of equipment.

Repairs made necessary by accident, e.g. fire, flooding, acts of God.

(d). Some of the items included in current Maintenance & Service Agreement Plans:

Toner  
Imaging units  
Waste Toner box  
Fusing unit  
Transfer belt  
Transfer roller  
Drums  
Staples

These items must be included in your proposal.

(e). Damage caused by user neglect. Under these conditions, repair cost is the users responsibility.

(f). In the case of lost data, the Contractor will restore the data at no charge, if the customer was not at fault.

(31) Greening Initiative

Vendor is responsible for diverting all disposable maintenance items from traditional landfills. A monthly report identifying the quantities and or pounds diverted is to be provided to the COR.

(32) Prompt repair service will be provided by the Vendor upon telephone request from a CAO employee.

(33) Response Time

Contractor's maintenance and service personnel shall be required to:

(a) commence work under this agreement, upon notification of service problem for equipment owned by the House, within a maximum of four (4) normal business hours, except for delays arising from causes beyond the control and without the fault or negligence of the Contractor, and restore the equipment to full operational status within two business days.

## Attachment 1

(b) If the Contractor fails to deliver the parts or perform the services to restore the equipment to full operational status within two business days by repair or providing replacement/loaner equipment to the office at no additional charge to the customer, the CAO retains the right to solicit fully qualified service providers to repair the machine in the event the machine is down for more than two days. The cost for this will be borne by the contractor via a deduction from the cost of the services from the monthly payment paid to the firm by the CAO. In addition the CAO can require the Contractor to, in place of actual damages, pay to the House as fixed, agreed, and liquidated damages, for each business day of delay the sum of the rate charge of the item divided by 30 and multiplied by the number of days the equipment was not operational. This liquidated damage charge may be a credit issued by the vendor on the invoice submitted to the House for payment. After notifying the customer that they are entitled to have their equipment up to full operational status within two business days, Contractor may request and customer may agree to an extension.

(34). Performance Measurements. Contractor shall provide performance summary reports acceptable in content and format to the Contracting Officer's Representative (COR). The reports shall be submitted by the 15th of each month and pertain to services provided the previous month. Upon request, the Contractor shall deliver supporting details of the summary information to the COR within ten (10) days.

(35). Training. The selected contractor shall provide training to House personnel about the equipment maintenance program. Indicate the level and amount of recommended training of office/department personnel. Include the office personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

(36). On-line reporting system.

1. The Contractor must provide staff training for the online reporting system.
2. Describe initial and ongoing training process.
3. Training must be comprehensive.
4. Ongoing training must be available for refreshing prior trainees and for new trainees.
5. On-line help screens and/or a help manual must be available to users for support on all system reports.

IT Hardware Maintenance: The House has a separate contract for the maintenance of IT hardware, which will not be covered by this RFP.

	DESCRIPTION	ACQUIRE DATE
1	COPIER - CANON IR5570	3/16/06
2	COPIER - XEROX DC 555H	4/9/03
3	COPIER - XEROX DC535H	4/9/03
4	COPIER - XEROX WORKCENTRE PRO 55	2/24/03
5	COPIER - CANNON IR5000	10/17/03
6	COPIER - CANON C3220G	5/11/05
7	COPIER - CANON C5185	4/23/08
8	COPIER - CANON IMAGERUNNER 6000	1/23/03
9	COPIER - CANON IMAGERUNNER C3200	12/3/04
10	COPIER - CANON IMAGERUNNER C3200 SYSTEM A	10/22/04
11	COPIER - CANON IR 1023IF	10/31/07
12	COPIER - CANON IR 105+ DIGITAL	11/28/05
13	COPIER - CANON IR 4570 B/W	12/19/05
14	COPIER - CANON IR C3200 DIGITAL	12/5/03
15	COPIER - CANON IR C6800	2/7/05
16	COPIER - CANON IR2800	11/4/03
17	COPIER - CANON IR3570G	11/8/05
18	COPIER - CANON IR5020 W/ ECOPY STATION	1/19/05
19	COPIER - CANON IR5180	7/5/07
20	COPIER - CANON IR5185 SYSTEM E	10/11/07
21	COPIER - CANON NP-6012F	7/13/02
22	COPIER - DL 46	10/27/03
23	COPIER - HP 4730XS	4/24/07
24	COPIER - HP LJ CM4730MFP	7/11/07
25	COPIER - KONICA BIZ C550 PRINT/SCAN/FAX	1/2/08
26	COPIER - KONICA BIZHUB C -352	5/29/08
27	COPIER - KONICA BIZHUB C-550	1/14/08
28	COPIER - KONICA BIZHUB C-550	3/18/08
29	COPIER - KONICA MINOLTA BIZ HUB C-550 Color	2/20/08
30	COPIER - SHARP AR 810P4	1/20/04
31	COPIER - SHARP AR810P2	1/20/04
32	COPIER - SHARP ARM277	4/7/06
33	COPIER - SHARP ARM277 PRINTER/FINISHER W/CABINET	12/2/05
34	COPIER - XEROX 8560MFPN	11/1/07
35	COPIER - XEROX CC232G	3/14/06
36	COPIER - XEROX DC 3535	4/15/05
37	COPIER - XEROX DC 555 SH	3/7/03
38	COPIER - XEROX DC 555SH	9/2/03
39	COPIER - XEROX DC-340S	7/13/02
40	COPIER - XEROX DC3535	12/20/03
41	COPIER - XEROX DC490 SL	11/1/02
42	COPIER - XEROX DC535SH	6/12/03
43	COPIER - XEROX DC535SH	6/12/03
44	COPIER - XEROX DC535SH	6/12/03
45	COPIER - XEROX DC535SH	6/12/03
46	COPIER - XEROX DC555H	1/13/03
47	COPIER - XEROX DC555H (263 CHOB)	12/13/02
48	COPIER - XEROX DC555SH	11/8/02
49	COPIER - XEROX DOCUCOLOR 250G	5/4/06
50	COPIER - XEROX PE 120 (LOCATION 1017 LHOB)	3/21/07

	DESCRIPTION	ACQUIRE DATE
51	COPIER - XEROX PE 120 (LOCATION 1036A LHOB)	3/21/07
52	COPIER - XEROX PE 120 (LOCATION 128CHOB)	3/21/07
53	COPIER - XEROX PRO 55 OFFICE SERVICES B-227	10/27/03
54	COPIER - XEROX WC128G	9/18/07
55	COPIER - XEROX WC275HG	10/5/05
56	COPIER - XEROX WC7665PG LOCATION H2-630	1/10/07
57	COPIER - XEROX WCP 55H	5/7/04
58	COPIER - XEROX WCP255HB	9/18/07
59	COPIER - XEROX WCP3545	12/2/05
60	COPIER - XEROX WCP55H	6/15/04
61	COPIER - XEROX WCP55H	6/15/04
62	COPIER - XEROX WCP55H	6/15/04
63	COPIER - XEROX WCP55H	6/15/04
64	COPIER - XEROX WCP55H (B-227)	3/4/04
65	COPIER - XEROX WCP65	9/15/04
66	COPIER - XEROX WCP90	7/21/03
67	COPIER CANON CLC5000 COLOR COPIER	12/27/02
68	COPIER CANON NP-6050 PHOTOCOPIER	7/13/02
69	COPIER LANIER 7328 PHOTOCOPIER	7/13/02
70	COPIER LANIER COPIER	7/13/02
71	COPIER, CANON IMAGERUNNER	7/13/02
72	COPIER, CANON IR 5000 (ROOM H2-214)	7/13/02
73	COPIER, CANON IR 6000	7/13/02
74	COPIER, CANON NP-7130	7/13/02
75	COPIER, CANON NP-7130	7/13/02
76	COPIER, KONICA 7075	7/13/02
77	COPIER, LANIER 5235CPS	7/13/02
78	COPIER, SAVIN 2070DP T&M	7/13/02
79	COPIER, SAVIN 9955DP	7/13/02
80	COPIER, XEROX DC-340 (B-245 LHOB)	7/13/02
81	COPIER, XEROX DC-440SLX	7/13/02
82	COPIER, XEROX DC-440SLX WENDELL TWOMBLY	7/13/02
83	COPIER,CANON C2050 IMAGERU (COPY ROOM)	7/13/02
84	COPIER/FAX/PRINTER - RICOH 205	2/16/06
85	COPIER/FAX/PRINTER/SCANNER - XEROX WCP55H, HT-3	8/9/05
86	COPIER/PRINTER - KONICA 7165	3/24/04
1	FAX - CANON LC-3170, T&M, OFFICE SERVICES, B-227	7/13/02
2	FAX - CANON LC-9000S (MICHAEL HUGHES HOME)	7/13/02
3	FAX BROTHER LASER FAX	4/25/03
4	FAX CANNON L3500 FAX MACHINE	7/13/02
5	FAX FUJITSU FAX MACHINE	7/13/02
6	FAX HP FAX 700	7/13/02
7	FAX MACHINE - 2030 IMAGITICS ( L.O.C. SB-21)	10/27/03
8	FAX MACHINE - BROTHER MFC7750 T&M	7/13/02
9	FAX MACHINE - CANON 3170	12/12/02
10	FAX MACHINE - CANON 3175	2/20/03
11	FAX MACHINE - CANON 3175	2/20/03
12	FAX MACHINE - CANON 3175 L&D STAFF	2/20/03
13	FAX MACHINE - CANON 3175 (JERRY BENNETT WA29 A)	2/20/03
14	FAX MACHINE - CANON 3175 (263 CHOB)	1/10/03

	DESCRIPTION	ACQUIRE DATE
15	FAX MACHINE - CANON 710G	1/12/07
16	FAX MACHINE - CANON 9000 LSR	7/13/02
17	FAX MACHINE - CANON LASER CLASS 2060P	12/3/03
18	FAX MACHINE - CANON LASER CLASS 3175	3/25/03
19	FAX MACHINE - CANON LASERCLASS 3170	9/25/03
20	FAX MACHINE - CANON LASERCLASS 3170	9/25/03
21	FAX MACHINE - CANON LASERCLASS 3170	9/25/03
22	FAX MACHINE - CANON LASERCLASS 3170	9/25/03
23	FAX MACHINE - CANON LASERCLASS 710	7/2/03
24	FAX MACHINE - CANON LC 2060P	1/14/03
25	FAX MACHINE - CANON LC 710	3/20/07
26	FAX MACHINE - CANON LC510	7/1/04
27	FAX MACHINE - CANON LC510	7/1/04
28	FAX MACHINE - CANON LC510	9/1/05
29	FAX MACHINE - CANON LC710	11/7/05
30	FAX MACHINE - CANON LC710	2/2/07
31	FAX MACHINE - CANON LC710	1/22/04
32	FAX MACHINE - CANON LC710	8/9/07
33	FAX MACHINE - CANON LC710 (BY CARLOS' DESK)	11/15/04
34	FAX MACHINE - CANON LC720	4/20/04
35	FAX MACHINE - CANON LC720	12/4/03
36	FAX MACHINE - CANON LC720 (ROOM H2-214)	12/3/03
37	FAX MACHINE - CANON LC720I	12/19/03
38	FAX MACHINE - CANON LC720I	12/19/03
39	FAX MACHINE - CANON LC730I	11/22/05
40	FAX MACHINE - CANON LC7500	7/13/02
41	FAX MACHINE - CANON LC7500	7/13/02
42	FAX MACHINE - OMNIFAX EXPLORER	7/13/02
43	FAX MACHINE - PANASONIC DP-190 DESKTOP MFP	6/9/06
44	FAX MACHINE - PANASONIC PLAIN PAPER LASER , UF-8000	1/25/08
45	FAX MACHINE - PANASONIC UF-790	7/28/03
46	FAX MACHINE - PITNEY BOWES 2030	2/24/03
47	FAX MACHINE - PITNEY BOWES 2030	2/24/03
48	FAX MACHINE - PITNEY BOWES 2030	2/24/03
49	FAX MACHINE - PITNEY BOWES 2030	2/24/03
50	FAX MACHINE - PITNEY BOWES 2030	2/24/03
51	FAX MACHINE - PITNEY BOWES 2030	2/24/03
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55	FAX MACHINE - PITNEY BOWES 2030	2/24/03
56	FAX MACHINE - PITNEY BOWES 2030	2/24/03
57	FAX MACHINE - PITNEY BOWES 2030	4/4/03
58	FAX MACHINE - PITNEY BOWES 9920	4/4/03
59	FAX MACHINE - XEROX 657	7/13/02
60	FAX MACHINE - XEROX WCM20I	11/1/05
61	FAX MACHINE - XEROX WCP 580	11/25/03
62	FAX MACHINE - XEROX WCP 765	4/2/03
63	FAX MACHINE - XEROX WORK CENTER PRO 765, B-227	11/22/02
64	FAX MACHINE- LC7500 FACSIMILE TRANSC	7/13/02

DESCRIPTION		ACQUIRE DATE
65	FAX MACHINE, CANON CFX-L35	7/13/02
66	FAX MACHINE, SHARP FO6550	7/13/02
67	FAX MACHINE, XEROX 745	7/13/02
68	FAX MACHINE, XEROX 785 PRO	7/13/02
69	FAX MACHINE, PITNEY BOWES 9	7/13/02
70	FAX, BROTHER INTELLIFAX 3750 (H2-330)	7/13/02
71	FAX, CANON 9000	7/13/02
72	FAX, CANON 9000	7/13/02
73	FAX, CANON CFX-L4000 T&M	7/13/02
74	FAX, CANON L9000	7/13/02
75	FAX, CANON LC-3170	7/13/02
76	FAX, CANON LC-3170	7/13/02
77	FAX, CANON LC3175	7/13/02
78	FAX, CANON LC3175 T&M	7/13/02
79	FAX, CANON LC-9000L	7/13/02
80	FAX, CANON LC-9000L (H2-339)	7/13/02
81	FAX, INTELLIFAX 4750	3/31/03
82	FAX, LANIER 2002 *KB 766*	7/13/02
83	FAX, LANIER 2002 *KA 528*	7/13/02
84	FAX, SHARP FO-5700 WALT EDWARDS	7/13/02
85	FAX, XEROX PRO 580	7/13/02
1	SCANNER - CANON DR5010C	3/27/08
2	SCANNER - CANON DR7580	3/27/08
3	SCANNER - CANON DR7580	3/27/08
4	SCANNER - CANON DR-9080 W/SCANSTATION	2/16/06
5	SCANNER - COMMUNICATIONS SPECIALTIES 1274 DO ULT	12/1/03
6	SCANNER - CPI EXTRA LONG RANGE SCANN	7/13/02
7	SCANNER - EPS EXPRESSION 1640XL	10/23/03
8	SCANNER - EPS EXPRESSION 1640XL	10/23/03
9	SCANNER - FUJITSU M4097D	10/27/04
10	SCANNER - FUJITSU M4097D	10/27/04
11	SCANNER - HP 6390CXI, CHRIS NAUGHTON B-217	7/13/02
12	SCANNER - HP 8250 DIGITAL FLATBED	3/2/04
13	SCANNER - HP 9100C SENDER	7/13/02
14	SCANNER - HP 9200C	11/1/05
15	SCANNER - HP 9200C	11/1/05
16	SCANNER - HP 9200C DIGITAL SENDER	9/14/06
17	SCANNER - HP 9200C DIGITAL SENDER	10/26/06
18	SCANNER - HP DIGITAL SENDER 9250C	7/12/07
19	SCANNER - HP SCANJET 7650	10/18/05
20	SCANNER - HP SCANJET 7650	10/18/05
21	SCANNER - HP SCANJET 7650	7/17/07
22	SCANNER - HP SCANJET 7650 (WINSTON HANEY)	10/18/05
23	SCANNER - HP SCANJET 7650 ANDY STRAUGHAN	2/13/06
24	SCANNER - HP SCANJET 7650 (JULIA GAINES)	10/18/05
25	SCANNER - HP SCANJET 7650 (LOCATION MICHAEL HUGHE	2/23/06
26	SCANNER - HP SCANJET 7650 (LOCATION RICHARD WRIGH	2/23/06
27	SCANNER - HP SCANJET 7650 (LOCATION STEVE HUNTER)	2/23/06
28	SCANNER - HP SCANJET 7650 (WALT EDWARDS)	10/18/05
29	SCANNER - XEROX DOCUMATE 252	11/18/04

DESCRIPTION		ACQUIRE DATE
30	SCANNER EPSON EXPRESSION 1640XL SCANNER	7/13/02
31	SCANNER HP SCANJET 6350C SCANNER	7/13/02
32	SCANNER QS COLOR W/AUTO DOC FDF607B #006989	7/13/02
33	SCANNER QS COLOR W/AUTO DOC FDWA35	7/13/02
34	SCANNER, HP 6390CXI	7/13/02
35	SCANNER, HP SCANJET 6200CX	7/13/02
36	SCANNER, RICOH AFICIO ISO1 (H2-339A)	7/13/02
37	SCANNER, SCANJET 7400C	7/13/02
38	SCANNER, SCANMAKER II SPX	7/13/02
39	2 IBM Model 2785 IPM Printers	7/1/1998 aprox

## Attachment 3

## Key Personnel

[illegible]